

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 23 - Elder Law and Advocacy

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	22	33	18	14	87
Estimated Number of Attendees	577	895	413	297	2,182
Estimated Number of Persons Provided Enrollment Assistance	0	0	26	0	26
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	5	6	0	8	19
Estimated Number of Attendees	1,532	825	0	3,262	5,619
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	1	1	0	0	2
Estimated Number of Attendees	155	250	0	0	405
Estimated Number of Persons Received Any Enrollment Assistance	155	250	0	0	405
Enrollment Assistance with Medicare Programs(s)	155	250	0	0	405
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	1	0	0	1	2
Estimated Number of Attendees	25,000	0	0	5,000	30,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	6	4	2	3	15
Estimated Number of Targeted Persons Reached	45,150	20,000	35,000	20,500	120,650
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	18	25	43
Total Hours for Length of Activities	0.00	0.00	30.00	72.40	102.40
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	2	1	3
Total Hours for Length of Activities	0.00	0.00	3.30	2.00	5.30
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	35	55	26	28	28
Employer Termination - COBRA	0	0	7	21	32
General HICAP Information	0	0	12	20	124
Grievances / Appeals - Plan Issues	35	44	20	25	119
Long-Term Care / Insurance	33	42	19	25	115
Low Income Subsidy (LIS) / Application Assistance	32	40	18	25	121
Medicare (Parts A & B)	34	44	19	24	124
Medicare Advantage (Part C)	35	44	20	25	123
Medicare Fraud / Abuse	34	44	20	25	120
Medicare Prescription Drug Coverage (Part D)	35	41	20	24	123
Medigap / Medicare Supplements	35	44	19	25	43
Non-Medicare Fraud/Abuse	33	43	19	25	7
Other Topics / Issues (Health Specific)	7	22	9	5	
	3	1	2	1	

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	1	1
Preventive Care Benefits	28	41	20	25	114
QMB/SLMB/QI	34	44	20	25	123
Volunteer Recruitment	0	0	1	4	5
Targeted Audience					
African American	34	44	20	25	123
American Indian or Naitave Alaskan	35	44	17	25	121
Asian Indian	0	0	10	24	34
Caucasian	35	44	20	25	124
Chinese	0	0	12	24	36
Disabled	34	44	19	25	122
Dual Eligible Groups	0	0	11	17	28
Employer Related Groups	29	37	13	16	95
Family Member/Caregiver of Beneficiary	35	44	20	25	124
Filipino	0	0	11	20	31
Guamanian or Chamorro	0	0	14	24	38
Hispanic / Latino	35	44	20	25	124
Hmong	0	0	9	13	22
Japanese	0	0	10	24	34
Korean	0	0	11	22	33
Low Income	34	42	19	23	118
Medicare Beneficiaries	34	40	19	24	117
Medicare Pre-Enrollees	0	0	17	25	42
Mental Health	22	29	8	11	70
Mental Health Professionals	0	0	4	13	17
Native Hawaiian	0	0	15	21	36
Other	1	0	0	0	1
Other Asian	35	44	13	7	99
Other Pacific Islander	33	42	12	7	94
Partnership Outreach	0	0	5	10	15
Presentations to Groups in Language Other than English	20	31	8	7	66
Rural	0	3	0	2	5
Samoan	0	0	10	19	29
Socail Work Professionals	0	0	8	14	22
Some Other Race or Ethnicity	0	0	0	1	1
Vietnamese	0	0	10	21	31

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	2,795	3,245	900	4,450	11,390
"Taking Care of Tomorrow"	20	10	0	0	30
Other Publications (Created by or on Behalf of Local HICAP)	4,150	4,960	875	6,925	16,910
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	3	11	1	2	17

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	669	837	587	765	2,858
Total Finalized Intakes	489	651	487	591	2,218
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	172	186	196	220	774
Aging into Medicare Postacd - CDA HICAP	0	0	2	8	10
CDA HICAP	8	12	4	4	28
CHA	4	0	0	0	4
CMS/Medicare	61	88	48	75	272
Friend/Relative	38	74	45	57	214
InfoVan	0	0	0	0	0
Internet	8	15	6	9	38
Mailings	0	0	4	16	20
Media	2	8	11	5	26
Other	122	139	72	66	399
Presentations	27	42	27	21	117
Previous Contacts	0	0	21	29	50
State Website	0	0	1	1	2
Missing/Not Collected	47	87	50	80	264
Mode of Client Contact					
Quick Call Contacts	549	589	273	496	1,907
Contacts by Telephone	146	223	138	236	743
Contacts In Person at home	2	4	1	2	9
Contacts In Person at site	399	457	364	371	1,591
Contacts by E-Mail	56	59	22	5	142
Contacts by Mail/Fax	0	1	14	23	38
Total Number of Client Contacts:	1,152	1,333	812	1,133	4,430
Contact Status Types					
General info	1	0	75	121	197
Detailed Assistance	1	2	274	436	713
Problem Solving/Resolution	0	1	86	80	167
Total Counseling Time Spent by Counselor Type					
Program Manager	11.55	60.40	16.35	51.20	139.50
Volunteer	451.13	459.45	387.57	382.22	1,680.37
Paid	114.30	171.25	125.53	165.15	576.23
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	68	84	71	94	317
Race					
African American/Black	16	21	13	13	63

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	0	3	0	3
Caucasian/White	305	388	329	350	1,372
Native Hawaiian	0	0	1	1	2
Guamanian or Chamoro	2	0	0	0	2
Samoan	0	0	0	0	0
Asian Indian	2	6	2	3	13
Chinese	2	3	4	4	13
Filipino	15	16	8	24	63
Japanese	1	2	1	3	7
Hmong	0	0	0	0	0
Korean	1	2	0	1	4
Vietnamese	5	7	0	2	14
Other Pacific Islander	0	2	1	1	4
Other Asian	2	1	1	4	8
Two or More Race	0	0	1	3	4
Some Other race	3	6	3	7	19
Not Collected	135	197	120	175	627
Gender					
Female	294	386	286	328	1,294
Male	177	230	176	243	826
Not Collected	18	35	25	20	98
Monthly Income					
Less than 150% of FPL	171	211	166	195	743
Equal To/Greater than 150% of FPL	222	309	235	257	1,023
Not collected	96	131	86	139	452
Client Asset Limits					
Below LIS Asset limit	0	0	74	120	194
At or Above LIS Asset Limit	0	0	13	37	50
Not Collected	489	651	400	434	1,974

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	31	35	34	52	152
Limited English Proficient (LEP)	54	59	65	81	259
Dual Eligible	96	134	113	121	464
Medicare Status Due to Disability	81	110	100	95	386
Dual Eligible due to Mental Disability	0	0	15	14	29
Applying/Receiving Social Security/Medicare Disability	0	0	81	98	179
Age					
Under 60	54	66	63	67	250
60-64	29	55	46	133	263
65-74	245	288	236	222	991
75-84	96	127	88	78	389
85+	51	72	37	52	212
Not Collected	14	43	17	39	113
Marital Status					
Married	151	213	156	222	742
Never Married	54	77	71	80	282
Separated	15	11	9	8	43
Divorced	78	114	92	93	377
Widowed	76	117	84	72	349
Domestic Partner	2	1	2	1	6
Not Collected	113	118	73	115	419
Estimated Financial Saving					
Clients with Financial Savings	28	37	19	31	115
Estimated Dollars Saved	\$103,783.07	\$158,622.12	\$28,200.00	\$54,094.00	\$344,699.19

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	197	281	196	248	922
Benefit Comparisons/Explanation/Coverge Changes	164	263	207	244	878
Appeals/Grievances	21	26	22	18	87
Billings/Claims	39	32	51	45	167
Fraud/Abuse	8	19	13	3	43
Quality of Care	0	0	5	2	7
LTC/LTCI					
Enrollment/Eligibility Assistance	43	33	20	28	124
Billings/Claims	13	5	7	8	33
LTC Partnership	0	0	4	9	13
Appeal/Greivances	3	1	6	1	11
Fraud/Abuse	1	0	0	0	1
Other LTC	0	0	10	14	24
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	119	235	114	164	632
Benefit Explanation	117	241	141	165	664
Appeals/Grievances	10	17	13	3	43
Billings/Claims	12	24	24	10	70
Fraud/Abuse	5	12	10	3	30
Disenrollment/Coverage Changes	15	33	8	2	58
Quality of Care	0	0	7	2	9
Plan Comparison	0	0	52	81	133
Marketing/Sales Complaints/Issues	0	0	2	1	3
Plan Non Renewal	0	0	2	0	2
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	199	334	179	240	952
Benefit Explanation	199	367	221	259	1,046
Appeals/Grievances	36	26	23	21	106
Billings/Claims	37	40	42	31	150
Fraud/Abuse	10	16	13	7	46
Coverage Changes/Disenrollment	27	53	38	29	147
Plan Non Renewal	6	4	2	1	13
Plan Comparison	0	0	83	116	199
Enrollment/Enrollment Asistance	0	0	26	11	37
Quality of Care	0	0	11	6	17
Marketing/Sales Complaints or Issues	0	0	2	5	7
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	30	45	28	44	147
Medi-Cal Application Assistance	0	0	10	14	24

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	96	77	79	159	411
MSP Application Assistance	0	0	15	63	78
Medi-Cal/QMB Claims	0	0	21	44	65
Fraud/Abuse	4	1	4	1	10
Other	162	168	48	26	404
Other					
Employer/Federal Health Benefits (FEHB)	36	63	57	59	215
Military Benefits	16	20	22	22	80
COBRA	18	16	9	13	56
Mental Health Topics	5	7	5	4	21
Fraud/Abuse	0	1	1	0	2
Other Health Insurance	0	0	15	21	36
Other	17	20	13	9	59
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	207	278	485
Eligibility/Screening	200	368	178	201	947
Plan Comparison	167	366	176	180	889
Enrollment/Anrollment Assistance	40	98	72	61	271
Billings/Claims	11	12	10	9	42
Coverage Changes	16	31	25	19	91
Re-enrollment	3	5	17	8	33
Disenrollment	1	1	21	6	29
TROOP	3	10	8	4	25
Other	103	129	51	25	308
LIS / Extra Help					
Eligibility / Screening	155	210	135	235	735
Benefit Explanation	0	0	83	185	268
Application Assistance	63	49	50	112	274
Claims/Billings	0	0	3	8	11
Appeals / Grievances	8	9	3	4	24
Other Prescription Drug CoveragePlans					
Union/employer	13	22	25	16	76
PPARx	6	5	1	4	16
Military Drug Benefit	0	0	10	5	15
Manufacturer Program	11	11	1	3	26
Other	7	3	9	3	22
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	20	38	19	32	109
Lag Time	0	0	1	2	3
Multiple Enrollment	0	1	1	0	2
Poor Training of Agents	0	0	2	0	2
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	1	1
Agent fraud/abuse	0	0	1	0	1
Formulary problems/changes	7	8	14	10	39
Dosage problem	0	1	1	3	5
Data problems	2	0	3	0	5
Delay in medications	1	3	1	6	11
Incorrect Co-Pay/Can't Afford Co-Pay	5	2	0	1	8
Client reached donut hole	8	12	0	5	25
SSA Premium withheld	1	1	2	3	7
Appeals/Grievances	0	0	1	3	4
Quality of Care	0	0	1	0	1
Plan Non Renewal	0	0	1	0	1
HICAP Legal Services					
Referrals to HICAP Legal	27	29	20	19	95
Legal Clients Served	240	245	230	175	890
Cases Opened	37	29	20	33	119
Cases Closed	33	29	27	31	120
Favorable Closed Case Results	15	17	9	4	45
Client Representation Hours	420	420	420	420	1,680
Consultation to Program Hours	120	120	120	120	480
HICAP Legal Clients that Saved	11	15	4	13	43
Estimated Financial Savings	\$6,270.00	\$24,752.00	\$11,527.00	\$9,650.00	\$52,199.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	2	0	0	2
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	10	3	8	2	23
TOTAL MEDICARE PART D COMPLAINTS	10	5	8	2	25

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0

800 Medicare Line Issues

Total number of Calls with Issues	40	37	31	41	149
Total duration of calls	9.06	42.23	7.17	27.45	85.91